

AMENDMENT TO THE CLAIMS

Please enter the follow amendments to the claims:

1. (Original) A method of tracking calls received within a call center comprising the steps of:

AI receiving a call within a call center switch that is connected to a call center via a Host Interface Link (HIL), said call center having an automatic call distributor (ACD) server and interactive voice response (IVR) server that is functionally integrated with the ACD server;

routing the call to the IVR server of the call center and soliciting responses from the caller to determine a requested type of service and what skills are required for answering a call;

determining within the call center a route request based on an HIL protocol that includes a new extension number and HIL messages; and

routing the call based on the route request back to the call center and to an agent via the ACD server and HIL link such that the call can be tracked while in the call center and in queue.

2. (Currently Amended) A method according to Claim 1, ~~and~~ further comprising the step of specifying within an HIL link failure timer the period of time that an HIL link will queue messages after a link has failed.

3. (Currently Amended) A method according to Claim 1, ~~and~~ further comprising the steps ~~step of defining an HIL message format with a function code, process code, and message data field~~ determining what types of information a call center host needs for different types of calls; and ensuring that calls are routed to a route request that will contain a proper profile of information.

4. (Currently Amended) A method according to Claim 1, ~~and~~ further comprising the steps of prioritizing a call based on one of at least number dialed (DNIS), number dialed from (ANI) and length of time a call is in queue, and escalating the priority of a call after it has been in queue for a predetermined period.

5. (Currently Amended) A method according to Claim 1, ~~and~~ further comprising the step of routing the call to an agent that has the highest proficiency level for the skills required for answering the call based on the requested type of service.

A 6. (Currently Amended) A method according to Claim 4 ~~5~~, wherein if the agent that has the highest proficiency level is not available to receive the call, then routing the call to agents with selectively lower proficiency levels, and wherein if no agents are available, rerouting the call to a remote site having an available agent with skills required for the requested type of service.

7. (Original) A method of tracking calls received within a call center comprising the steps of:

establishing the skills that will be available within the call center by inputting skills data, including a listing of skills and proficiency levels for each skill, via an automatic call distributor (ACD) manager;

setting up agents that are used within the call center by listing each agent within the ACD manager and selectively mapping skills to each individual agent via the ACD manager and corresponding to what types of skills the agent possesses;

receiving a call within a call center switch that is connected to the call center via a Host Interface Link (HIL), said call center having an automatic call distributor (ACD) server and interactive voice response (IVR) server that is functionally integrated with the ACD server;

routing the call to the IVR server of the call center and soliciting responses from the caller to determine a requested type of service and what skills are required for answering a call;

determining within the call center a route request based on an HIL protocol that includes a new extension number and HIL messages; and

routing the call based on the route request back to the call center and to an agent via the ACD server and HIL link such that the call can be tracked while in the call center and in queue.

8. (Currently Amended) A method according to Claim 7, ~~and~~ further comprising the step of specifying within an HIL link failure timer the period of time that an HIL link will queue messages after a link has failed.

A 9. (Currently Amended) A method according to Claim 7, ~~and~~ further comprising the steps ~~step of defining an HIL message format with a function code, process code, and message data field~~ determining what types of information a call center host needs for different types of calls; and ensuring that calls are routed to a route request that will contain a proper profile of information.

10. (Currently Amended) A method according to Claim 7, ~~and~~ further comprising the steps ~~step~~ of prioritizing a call based on one of at least number dialed (DNIS), number dialed from (ANI) and length of time a call is in queue, and escalating the priority of a call after it has been in queue for a predetermined period.

11. (Currently Amended) A method according to Claim 7, ~~and~~ further comprising the step of routing the call to an agent that has the highest proficiency level for the skills required for answering the call based on the requested type of service.

12. (Currently Amended) A method according to Claim 7 ~~11~~, wherein if the agent that has the highest proficiency level is not available to receive the call, then routing the call to agents with selectively lower proficiency levels, and wherein if no agents are available, rerouting the call to a remote site having an available agent with skills required for the requested type of service.

13. (Original) A method of tracking calls received within a call center comprising the steps of:

receiving a call within a call center switch that is connected to a call center via a Host Interface Link (HIL), said call center having an automatic call distributor (ACD) server and interactive voice response (IVR) server that is functionally integrated with the ACD server, and a structured query language (SQL) server that stores data relating to call routing;

A routing the call to the IVR server of the call center and soliciting responses from the caller to determine a requested type of service and what skills are required for answering a call;

determining within the call center a route request based on an HIL protocol that includes a new extension number and HIL messages; and

routing the call based on the route request back to the call center and to an agent via the ACD server and HIL link such that the data can be updated via the SQL server and a call can be tracked while in the call center and in queue.

14. (Currently Amended) A method according to Claim 13, ~~and~~ further comprising the step of specifying within an HIL link failure timer the period of time that an HIL link will queue messages after a link has failed.

15. (Currently Amended) A method according to Claim 13, ~~and~~ further comprising the steps ~~step of defining an HIL message format with a function code, process code, and message data field~~ determining what types of information a call center host needs for different types of calls, and ensuring that calls are routed to a route request that will contain a proper profile of information.

16. (Currently Amended) A method according to Claim 13, ~~and~~ further comprising the steps step of prioritizing a call based on one of at least number dialed (DNIS), number dialed from (ANI) and length of time a call is in queue, and escalating the priority of a call after it has been in queue for a predetermined period.

A 17. (Currently Amended) A method according to Claim 13, ~~and~~ further comprising the step of routing the call to an agent that has the highest proficiency level for the skills required for answering the call based on the requested type of service.

18. (Currently Amended) A method according to Claim ~~13~~ 17, wherein if the agent that has the highest proficiency level is not available to receive the call, then routing the call to agents with selectively lower proficiency levels, and wherein if no agents are available, rerouting the call to a remote site having an available agent with the skills required for the requested type of service.
